

respond to overflows.

Where does our wastewater go?

Charlotte-Mecklenburg Utilities serves all of Mecklenburg County, providing wastewater services to more than 700,000 customers. An average of 81 million gallons of wastewater is collected daily through a 3,297-mile pipe network. Wastewater flows by gravity to one of five wastewater treatment plants -- McAlpine Creek, Sugar Creek, Irwin Creek, Mallard Creek & McDowell Creek. State-certified operators staff each plant 24 hours a day, 365 days per year to ensure wastewater is safely treated and discharged back into the environment. Solids removed during treatment are safely recycled as part of a land application program.

Help Us Protect Our Sewer System And Environment

- Don't pour grease down any drain! Homeowners should dispose of animal fats & greases by freezing them in a coffee can -- or mixing liquefied vegetable fats with kitty litter or coffee grounds -- and deposit them in the trash.
- Report suspected sewage spills by telephoning our 24-hour Wastewater Team at 704.357.6064.

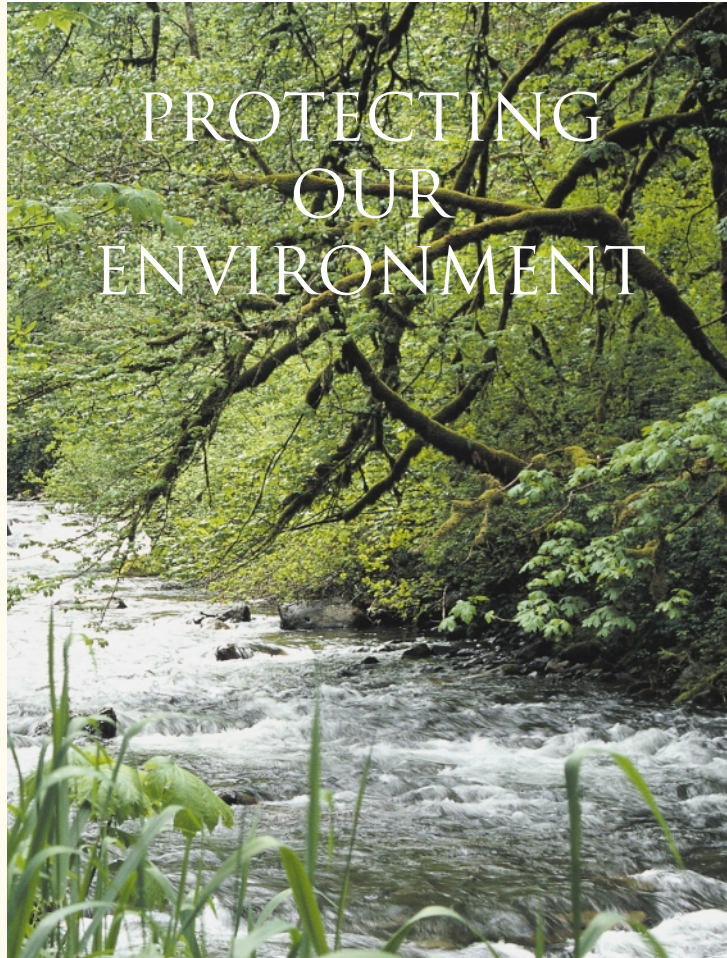
Where can I get the full report?

The complete 2004 Wastewater Performance Report - - roughly 30 pages long -- can be obtained at www.cmutilities.com or by calling the City-County Customer Service & Information Center at 704.336.7600.



Crews regularly clean pipes to clear blockages and prevent overflows.

PROTECTING OUR ENVIRONMENT



WASTEWATER PERFORMANCE Annual Report 2004



www.cmutilities.com

PROTECTING OUR ENVIRONMENT

Annual Report

This is an annual report of the Charlotte-Mecklenburg Utilities wastewater system performance during the fiscal year that runs from July 1, 2003 through June 30, 2004. It provides customers with a brief overview of highlights and challenges for the year, plus tips on ways the public can help us protect the environment by preventing wastewater overflows.

How did we do?

After a tough year for sewer spills in 2003, the past fiscal year ended with a 35% reduction in the total number of overflows, and a 96% reduction in the volume of wastewater spilled (the lowest number of gallons in five years). The drastic drop in spills can be attributed to new and ongoing spill reduction strategies implemented by Charlotte-Mecklenburg Utilities as well as more normal weather patterns.

Highlights



Charlotte-Mecklenburg Utilities celebrated several milestones in its ongoing effort to prevent sewer overflows and protect water quality through effective wastewater treatment. During the past fiscal year, Utilities:

- * Cleaned 922 miles in our 3,297-mile sewer main network (repeat cleanings included)
- * Restored or replaced 14.8 miles of sewer pipe
- * Inspected grease-handling facilities at 412 restaurants (not including follow-up inspections)



to ensure compliance with the City sewer use ordinance and protect the sewer system from improper grease disposal

■ Received Peak Performance Awards at four of the five Utilities wastewater treatment plants from the Association of Metropolitan Sewerage Agencies (AMSA). McAlpine Creek Wastewater Treatment plant received a Gold Award for 100 percent compliance with its permit requirements during the 2003 calendar year, while Irwin Creek, Sugar Creek, and McDowell Creek plants earned Silver Awards for near-perfect compliance.

■ Completed a comprehensive study of overflows led by a nationally-recognized consultant, and began implementing some new spill reduction strategies.

Challenges

349 sewer overflows occurred from our wastewater pipe network (compared to 532 the previous year). Most spills were due to grease buildup and the presence of tree roots in pipes. Other factors contributed to overflows, including vandalism, old and/or broken pipes and stormwater inadvertently entering the sanitary sewer system during sudden, heavy rainfall.

While spills are an ongoing challenge, it's important to note the Charlotte-Mecklenburg Utilities wastewater collection system successfully delivered 99.997 percent of this community's 29.6 billion gallons of wastewater last year. Our crews work 24 hours a day, 365 days per year to prevent and

How Your Wastewater is Treated

